



Quick Reference Guide (QRG)

Step by Step Onboarding Process from Registration to Accessing your Agency Account

Step 1: Provider Self-Registration

Personal Care Service (PCS) and Home Health Care Service (HHCS) providers are required to register in the Provider Self-Registration portal. Please click the following link to [register](#) in the California Electronic Visit Verification (CalEVV) system. For additional guidance on how to register, please click the following links:

1. Step by step [Quick Reference Guide \(QRG\)](#) on how to register in CalEVV
2. [Step by step instructional video on how to register in CalEVV](#)

Once registration is complete the provider will receive a self-registration confirmation email. Within the email, your **CalEVV Identifier Number** will be provided. *Please document and save that number.* Below is an example of how the initial email appears.



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_External_CalEVV Pro

The **CalEVV Identification Number** is a six-digit number that provider agency administrators will use to access the Learning Management System (LMS) to complete the initial training.

CalEVV Identifier number for provider using CalEVV - Providers using CalEVV to collect their EVV visit data will use their CalEVV Identification Number to access LMS. Providers will go through CalEVV Independent Provider overview and CalEVV Vendor Administration overview training through LMS.

CalEVV Identifier number for provider using AltEVV - AltEVV providers can go through the Aggregator training once the vendor has passed the validation process. Providers will go through the CA Aggregator Self-Paced Training using an approved Alternate EVV system.

In the above email example, provider agency administrators will sign up and take two initial required trainings in LMS.

Depending on the Provider Type, click on the link below to sign up for the Sandata Learning Overview Course that applies to you:

- Provider agencies with employees or other staff using the CalEVV to record EVV visit data - [CalEVV Provider Agency Admin.](#)
- Providers who do not have other staff using the CalEVV and are recording their own EVV visit data - [CalEVV Independent Providers](#) (i.e., an individual nurse provider).
- All providers using an Alternate EVV (Alt EVV) system - [CalEVV Alt EVV Providers.](#)

1. Complete the fields in the **Sign-Up** section of the screen
 - a. First Name
 - b. Last Name
 - c. Email address
 - d. Password (must be at least 8 characters long and include at least one number)
 - e. Agency Name
 - f. CalEVV Identifier (received via email just after self-registration)

Sign Up

To use the key CAvendoradmin, please sign up for a new account or login to an existing one.

First Name

Required

Last Name

Required

Email

Required

Password

Required

Re-enter Password

Required

Agency Name:

Required

CalEVV Identifier (Self Registration assigned)

Required

Sign Up

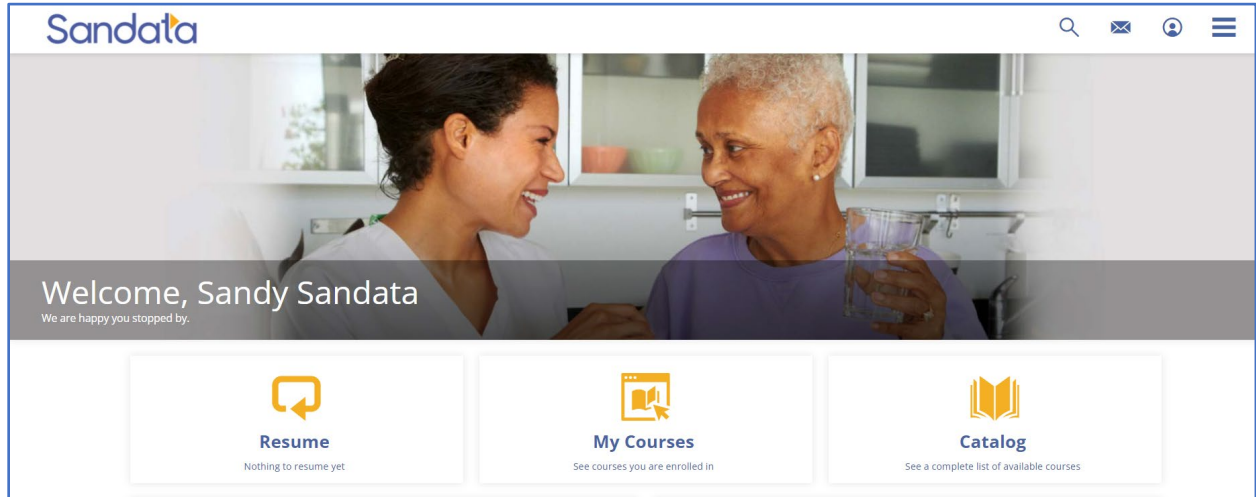
[Back To Login](#)

CalEVV identifier is the six-digit number from email when first registering.

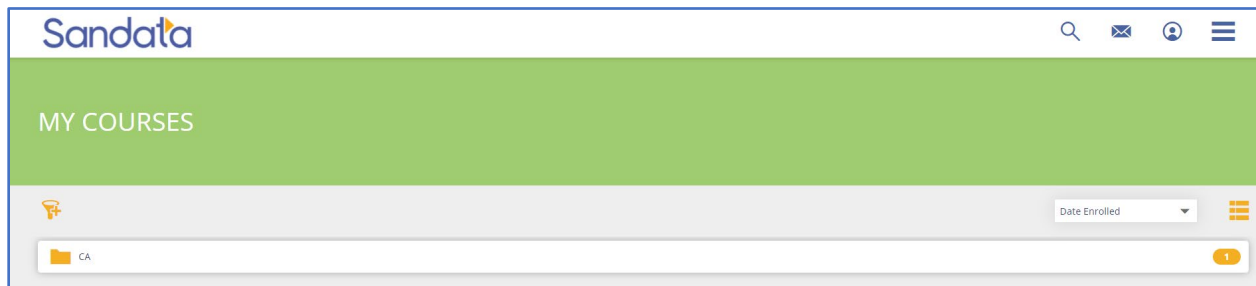


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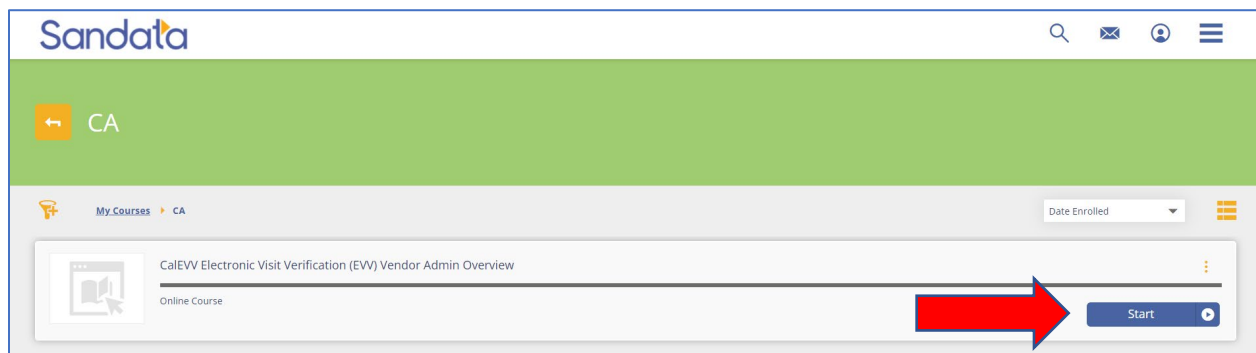
2. Click the **Sign-Up** button.
3. The *Sandatalearn* homepage will display a variety of icons.
Click on **My Courses** to view the available course.



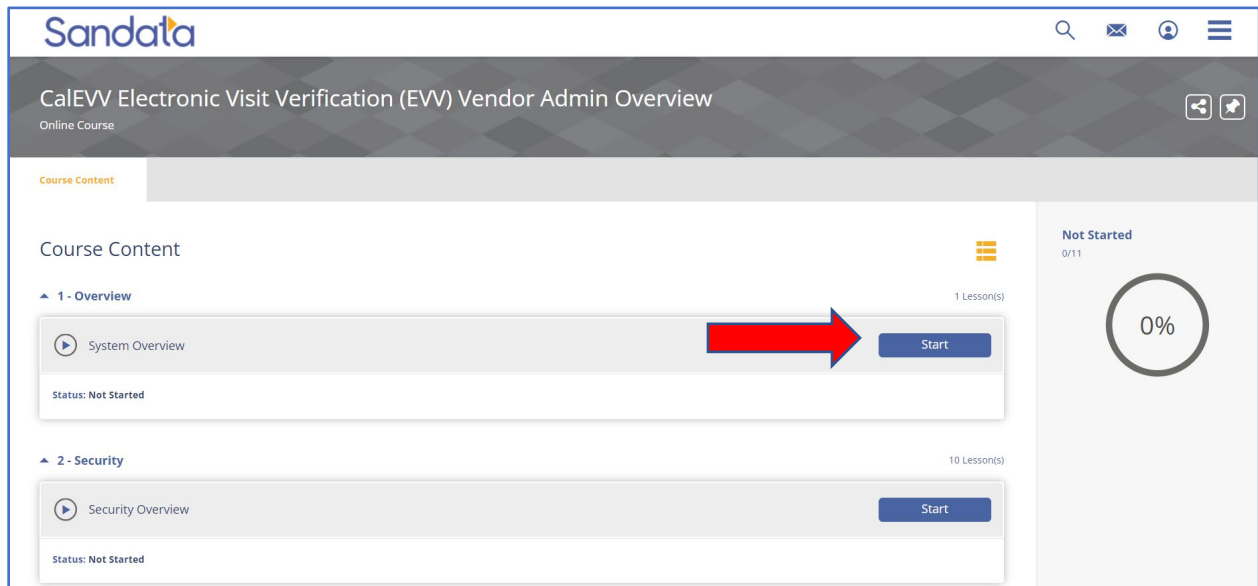
4. Click the CA folder to open the folder and see the CalEVV training courses.



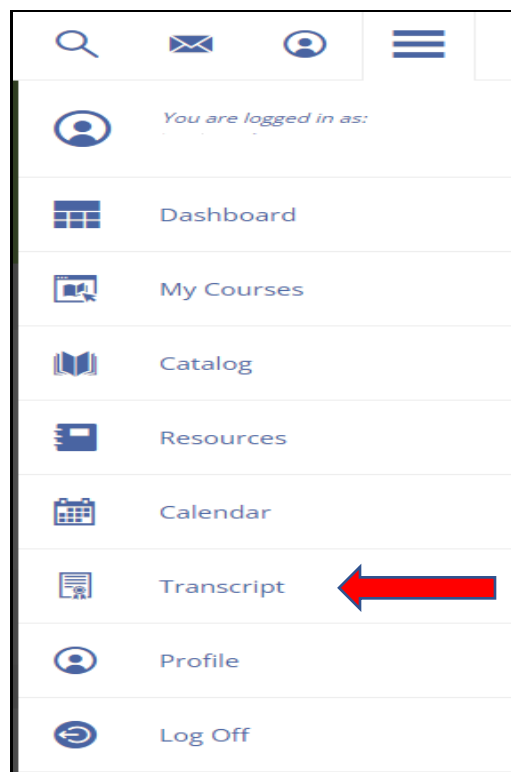
5. Click the course name or the **Start** button to open the course.



6. Click the Start button to start the session. (*Note: Sessions must be completed in order. When one session is complete, the next session is unlocked for review.)



7. Upon completion, the lesson progress will show a status of "COMPLETED". Once the training is complete, download the Certificate of Completion by **clicking on Transcript**.



COMPLETION OF TRAINING (Depending upon the provider type)

- **CalEVV Independent Provider Overview** – once this training is completed, the provider will get the following email for further steps:



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have completed CalEV

- **CalEVV Vendor Admin Overview** – once this training is completed, the provider will get the following email for further steps:



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have completed CalEV

- **CA Aggregator Self-Paced** - the training for the aggregator goes to the provider agency for view only option and not to the vendor. The provider will get an email for further steps.

Note: AltEVV provider - This is a self-paced course for provider agencies using an approved Alternate EVV system.



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have completed CA A

About 24-48 hours after you have access to the certificate, the administrator will receive another email with additional trainings for you and your office staff in addition to your welcome kit.

For AltEVV, the welcome kit goes to AltEVV provider, but will not use their STX number. The AltEVV provider will use their email identification, username and temporary password to login to the Aggregator Additional Training. Office staff using the CalEVV system can register for and attend live webinar trainings and/or access recorded videos on various topics.

Welcome Kit

Once certification is complete for AltEVV vendor, the provider agency will get their welcome kit and will use their email as their username and the production credentials. Once the required LMS training is complete, the provider's CalEVV administrator will receive the login information for the CalEVV portal.

Dear Provider:

The California Electronic Visit Verification (EVV) Phase II Project would like to welcome you and your staff to CalEVV. Your CalEVV account has been set up and is now available.

To access your Cal EVV account, please go to this web address:

<https://evv.sandata.com/VM/Login>

The credentials and temporary password to access your agency's Cal EVV account are:

▶ Agency: «###»
▶ Username: «Username»
▶ Temporary Password: «EVV_Account_Password»

**STX number –
used to log
into CalEVV
portal**

Please Note: The temporary password is only valid for 60 days. You will be required to change the temporary password the first time your agency accesses the account. After this time, the temporary password will no longer work.

Telephone Number

The following telephone number is for your staff conducting in-home visits to call in and out for their visits. This telephone number is unique to your account:

Your visit phone number for using EVV on the telephone:	1.800.xxx.xxxx
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The information from the Welcome Kit will provide you with the what is needed to log into your CalEVV portal - (see the screen shot below of CalEVV portal log in)

- Agency - enter the STX number from the Welcome Kit (see screen shot above)
- Username
- Temporary password

This information is sent via email to the provider administrator. Please use this to sign into the CalEVV system. Once you have signed-in with the login password, please update the password for sign in process.

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Get more right from the start

* Indicates required field

AGENCY
STX

USERNAME *
Enter Username

PASSWORD *

☒ REMEMBER ME

LOGIN

Once you have signed with the login password, please update the password for sign in process.



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Change Password

* indicates required field

OLD PASSWORD *

Enter Old Password  

NEW PASSWORD *

Enter New Password  

CONFIRM NEW PASSWORD *

Confirm New Password  

Note: Password is case sensitive

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For technical questions regarding the onboarding process, or questions regarding the information above, please reach out to your Customer Support team at 1-855-943-6070 or CACustomerCare@sandata.com.